



# MTF Action Plan Report

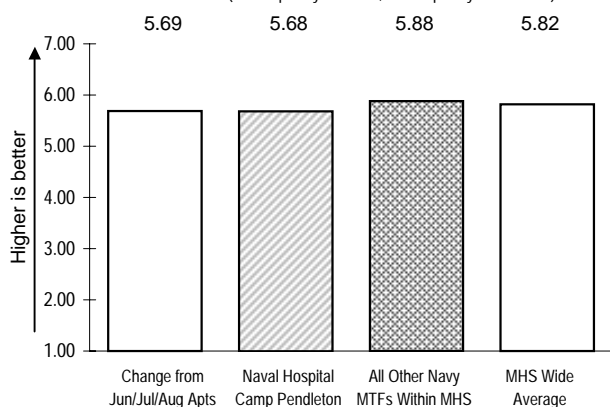
## Naval Hospital Camp Pendleton

### Patient Satisfaction Report: September/October/November 2001 Appt. Data

Total Mailed = 1260 Returns As Of Cutoff = 289 Non-deliverables = 116 Response Rate = 25.3%

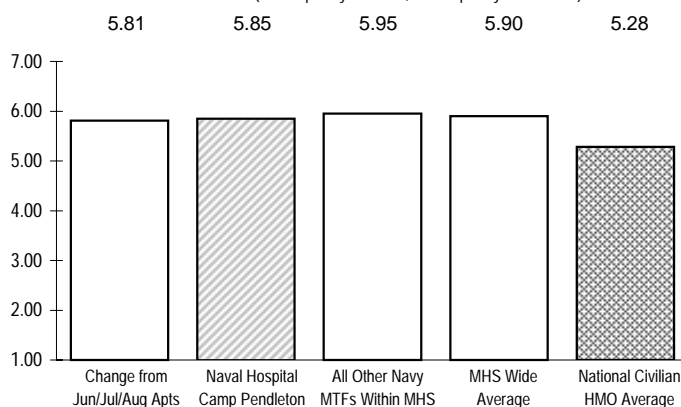
#### Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



#### Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Naval Hospital Camp Pendleton

Significantly Different From Naval Hospital Camp Pendleton

#### Comparison To:

Change from Jun/Jul/Aug Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	<b>Access Average</b>	<b>3.51</b>	3.65 <input type="checkbox"/>	3.59 <input type="checkbox"/>	3.47 <input type="checkbox"/>
<input type="checkbox"/>	* Referral for specialty care (Q10c)	<b>3.66</b>	3.73 <input type="checkbox"/>	3.67 <input type="checkbox"/>	3.59 <input type="checkbox"/>
<input type="checkbox"/>	* Access to medical care (Q10b)	<b>3.68</b>	3.79 <input type="checkbox"/>	3.72 <input type="checkbox"/>	3.63 <input type="checkbox"/>
<input type="checkbox"/>	* Office wait time (Q9)	<b>3.35</b>	3.53 <input checked="" type="checkbox"/>	3.47 <input type="checkbox"/>	3.19 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Time to return your call (Q11)	<b>3.31</b>	3.47 <input type="checkbox"/>	3.39 <input type="checkbox"/>	3.30 <input type="checkbox"/>
<input type="checkbox"/>	Ease of making phone appointment (Q10a)	<b>3.65</b>	3.74 <input type="checkbox"/>	3.69 <input type="checkbox"/>	3.76 <input type="checkbox"/>
<input type="checkbox"/>	Appointment wait time (Q7)	<b>3.52</b>	3.69 <input checked="" type="checkbox"/>	3.65 <input type="checkbox"/>	3.46 <input type="checkbox"/>
<input type="checkbox"/>	<b>Quality Average</b>	<b>3.98</b>	4.10 <input type="checkbox"/>	4.04 <input type="checkbox"/>	3.75 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Overall quality of care received (Q3j)	<b>3.97</b>	4.15 <input checked="" type="checkbox"/>	4.10 <input type="checkbox"/>	3.80 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** How well the care met your needs (Q3i)	<b>3.88</b>	4.04 <input checked="" type="checkbox"/>	3.97 <input type="checkbox"/>	3.69 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Thoroughness of treatment (Q3c)	<b>4.06</b>	4.16 <input type="checkbox"/>	4.11 <input type="checkbox"/>	3.82 <input checked="" type="checkbox"/>
<input type="checkbox"/>	How much you were helped (Q3h)	<b>3.83</b>	3.99 <input checked="" type="checkbox"/>	3.93 <input type="checkbox"/>	3.65 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)	<b>4.13</b>	4.14 <input type="checkbox"/>	4.09 <input type="checkbox"/>	3.80 <input checked="" type="checkbox"/>
<input type="checkbox"/>	<b>Interpersonal Relationship Average</b>	<b>3.97</b>	4.09 <input type="checkbox"/>	4.04 <input type="checkbox"/>	3.73 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Personal interest in you (Q3e)	<b>4.06</b>	4.13 <input type="checkbox"/>	4.07 <input type="checkbox"/>	3.79 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Attention given to what you had to say (Q3b)	<b>4.03</b>	4.17 <input checked="" type="checkbox"/>	4.12 <input type="checkbox"/>	3.85 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)	<b>3.85</b>	3.98 <input type="checkbox"/>	3.92 <input type="checkbox"/>	3.55 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Advice on ways to avoid illness/stay healthy (Q3f)	<b>3.89</b>	3.97 <input type="checkbox"/>	3.94 <input type="checkbox"/>	3.59 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)	<b>4.03</b>	4.20 <input checked="" type="checkbox"/>	4.13 <input type="checkbox"/>	3.87 <input checked="" type="checkbox"/>

Your rating is:



Lower



Same



Higher